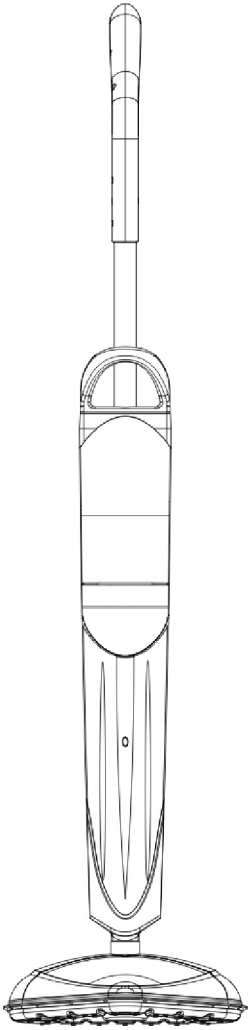
sienna™

# Vortex Steam Mop

## SSM-0418



INSTRUCTION MANUAL

# INTRODUCTION

Thank you for choosing Sienna for your household cleaning needs. Our steam mop products use the active power of steam without the use of chemicals; making it a green product that is safe for the ecosystem. You have begun the first step into transforming your house into a green, environmentally safe home. Our Sienna steam products are a modern way of cleaning that is efficient and far more sanitary than conventional methods.

You can achieve a high level of effective cleaning by decreasing cleansing power thru steam. When using our 100% cotton microfiber cloth pad to enhance absorbency combined with the power of germ killing steam, dirt and grime can be eliminated in a matter of seconds. The tiny hot vapor molecules penetrate porous surfaces being cleaned, expanding and forcing dirt, debris, and bacteria to the surface. When used correctly, our steam mops can kill dust mites and certain types of bacteria pathogens such as salmonella and E-coli on contact.

Since you do not need chemicals in order to use our products, not only will you see the savings in your wallet, but you have provided a safer place for you and your family to live in. We encourage you to improve your way of life, better the environment, and spend time enjoying your clean chemical free floor.

Vortex

The Vortex is an innovative product that cleans and sanitizes your home by harnessing the natural cleaning power of hot steam vapor. This versatile action steam mop is well-suited to clean a variety of floor surfaces. By pressing the trigger, the Vortex heats water up to 212° F within 30 seconds that is turned into instant steam for cleaning and sanitizing. The Vortex creates a powerful sanitizing steam vapor that lasts for up to 25 minutes. In addition, the included carpet glider ensures that your carpet is clean and sanitized. The user-friendly design is intended to tackle the toughest dirt and debris. It features a 1500-watt heating element, a 798ml/27 fl oz water tank, a 180-degree swivel head, 2 heavy-duty microfiber pads, and much more.

# SAFETY GUIDELINES

The Sienna Vortex (SSM-0418) Steam Mop is for indoor domestic floor use only. Any commercial use will void warranty. The steamer should not be used upside down or vertically. It is designed for sanitizing and cleaning an array of floor surfaces such as carpet, ceramic tile, sealed hardwood, marble, sealed laminate, stone, and vinyl floors.

Safety Instructions:

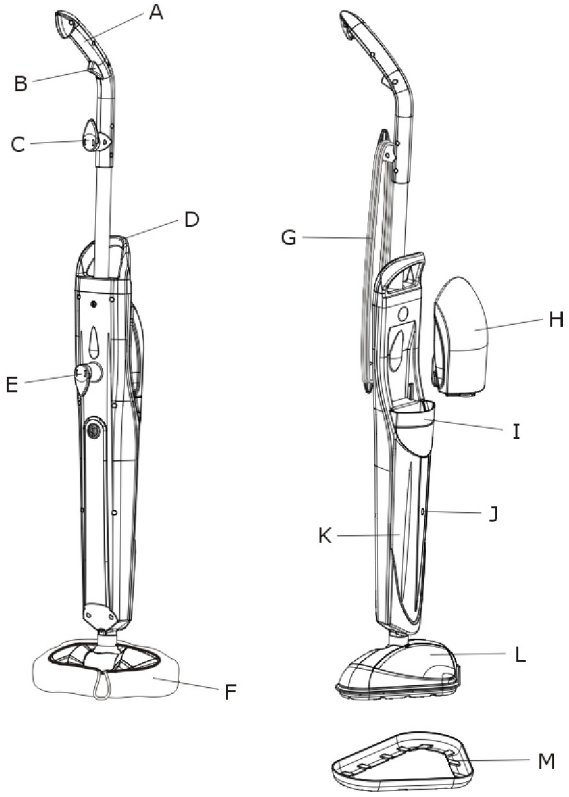
⚠ WARNING: Be sure to read and follow all safety instructions before using your steam mop. Proper care and maintenance will help to expand the life of your steamer.

When using an electrical appliance, basic precautions should always be followed. To reduce the risk of fire, electric shock, or injury:

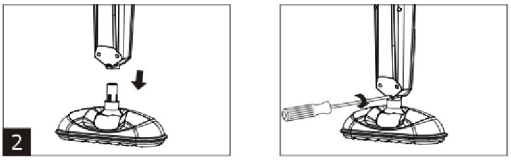
- Be sure to unplug the electrical cord when appliance is not in use and while servicing.
- Do not leave the steamer unattended while young children, pets or infirm persons are around.
- Children should be supervised and cautioned that the steamer is not a toy and should not be played with.
- Do not direct steam towards people, pets, electrical appliances, or electrical outlets.
- Do not immerse the steamer in water or other liquids.
- Do not handle steamer with wet hands.
- Do not pull power cord to disconnect appliance from socket or use cord as a handle. Be sure to keep cord away from heat, water, and sharp edges.
- Do not use if cord or plug is damaged.
- Do not use extension cords or outlets with inadequate current carrying capacity.
- Do not use steamer on any steam sensitive material such as velvet, leather, wax polished furniture or floors, synthetic and other delicate fabrics.
- Do not use on unsealed hardwood floors. By doing so, you may remove the sheen from the steam. It is recommended to test an isolated area with the steam mop before proceeding. As a precaution, you should check the manual made by the floor manufacturer for proper care instructions.
- Never put cleaning detergents or chemicals into the steamer as it will make the product unsafe and damage the unit.
- Do not use steamer without floor cloth pad in place.
- Use only manufacturer's recommended accessories.
- Stop using steamer if circuit breaker activates. Beware of risk of shock.
- Wear proper shoes when operating your steamer. Open-toed shoes, slippers or bare feet may cause you to slip and fall or cause hot steam on your feet.
- Do not use steamer on stairs.
- Allow your steamer to cool down before storing in a cool, dry place.

# KEY FEATURES

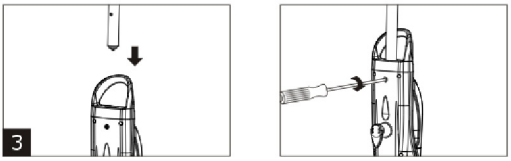
A. HANDLE
B. TRIGGER
C. QUICK RELEASE CORD WRAP
D. CARRYING HANDLE
E. LOWER CORD WRAP
F. CLOTH PAD
G. POWER CORD
H. WATER TANK
I. FILTER
J. LED
K. STEAMER BODY
L. MOP HEAD
M. CARPET GLIDER



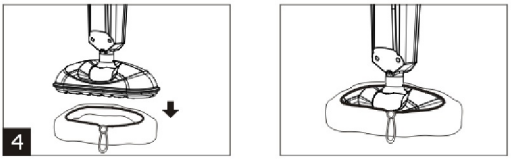
1) Attach steamer head to body of the unit.
2) Secure steamer head with screw provided until fully tightened (use Philips Screwdriver.)



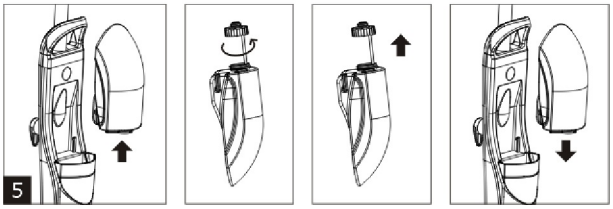

3) Insert handle into body of unit. Secure handle with screw provided until fully tightened.




4) Set cloth pad on the floor. Be sure to loosen drawstring on the pad so that the steamer head will fit properly inside the pad. Place steamer head onto cloth pad so that steamer head is sitting inside pad. Pull drawstring to tighten cloth pad over the steamer head to assure a tight fit for cleaning.




5) Grip water tank with hand and pull "up and out" to remove. Unscrew the water tank cap and fill with cool tap water. Place the water tank back into place by pushing down firmly.




NOTE: The steamer does not require distilled water. Residents in areas with hard water should used distilled water for better performance.

6) Twist the quick release cord wrap clockwise to un-wrap the power cord completely. Hang the cord on the handle cord wrap for better use of the steamer when moving and cleaning.
7) The LED will illuminate when the steamer is ready for cleaning.

NOTE: It is recommended that another high wattage appliance is not operated on the same circuit to avoid a circuit overload.

⚠ CAUTION: Upon initial use, please hold trigger to allow the water to flow thru the system for approximately 30 seconds to prime the unit.

⚠ WARNING: ON SURFACES THAT HAVE BEEN TREATED WITH WAX, THE WAX MAY BE REMOVED BY THE HEAT AND STEAM ACTION. DO NOT USE ON UNSEALED WOOD FLOORS OR LET UNIT STAND ON ANY WOOD FLOOR FOR AN EXTENDED PERIOD OF TIME. THIS MAY CAUSE THE WOOD GRAIN TO RISE. IT IS RECOMMENDED THAT A SECTION BE TESTED IN AN ISOLATED AREA OF THE FLOOR. IT IS ALSO RECOMMENDED THAT YOU CHECK THE USE AND CARE INSTRUCTIONS FOR CLEANING FROM THE FLOOR MANUFACTURER TO ENSURE STEAM CLEANING IS ACCEPTABLE FOR YOUR FLOOR.

8) Slowly pass over surface to be cleaned while pressing trigger to emit steam. It is recommended to sweep or vacuum floor prior to using the steam mop.

⚠ CAUTION: To sanitize an area of your floor, leave the steamer over the area for a minimum of 8 seconds, but no longer than 15 seconds. Leaving the steamer in a stationary position for a longer period than recommended may cause build up of pail residue. This residue can be removed by using a decalcifying product or with a few drops of vinegar.

9) When steamer stops emitting steam, after approximately 15 to 20 minutes of use, simply remove the water tank, refill, and continue cleaning.

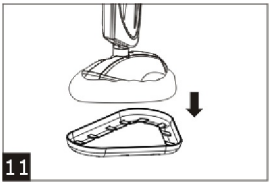
⚠ WARNING: NEVER RUN THE STEAMER WITHOUT WATER.

10) When you finish cleaning, unplug power cord from outlet. Be sure to empty water tank and carefully remove cloth pad from steamer head. Store the unit upright in a dry area.

⚠ CAUTION: The cloth pad may be very hot.

Carpet Glider

11) Lay carpet glider on the floor in an upright position with the triangular flat surface Facing downward. Place steam mop head on top of glider as illustrated below.




IMPORTANT: The carpet glider is not designed to be fixed to the floor head for safety reasons including preventing burns. It is designed for use on soft carpet areas only, not for hard floor surfaces.

# CLEANING AND MAINTENANCE

⚠ CAUTION: Prior to cleaning or maintaining your steam mop, isolate the unit by removing the cord from the power socket and avoid immersing the unit in water.

1) The microfiber cloth pads can be machine washed in hot water and tumble dry. Do not use bleach or fabric softener. Allow to dry fully before use.
2) Wipe steamer with soft cloth when/if necessary.

Product Specs:

Voltage supply: 120, 60 Hz
Output: 1500 W
Water tank capacity: max. 27.1 fl oz.
Cord: 16.4 ft.
Weight: 7.26 lbs.
Protection class: 2

# TROUBLESHOOTING

⚠ CAUTION: Prior to cleaning or maintaining your steam mop, isolate the unit by removing the cord from the power socket.

| PROBLEM | SOLUTION |
|---|---|
| LED is not on | • Ensure steamer power cord is correctly plugged into a 120V AC power outlet only.<br>• Ensure circuit breaker is operational.<br>• Try operating steamer from another power outlet.<br>• If unit is still not working, call customer service at 1-888-574-3662. |
| No steam | • Ensure water tank is full.<br>• Calcium and mineral deposits can build up and impact the performance of your steamer, use distilled water if necessary. |
| Pale residue left on floor | • This can be caused by leaving the steamer in the same spot for too long. Residue can be removed with household white vinegar or a decalcifying product.<br>• Alternatively, reheat the area for one minute to remove residue (do not overheat area.) |
| Buttons not working properly | • Unplug the unit from the power outlet for 5 minutes then plug back in. |
| Steamer is leaking water all over the floor | • The microfiber cloth pad may be overused and needs to be changed out with additional cloth pad(s) provided. Cloth pads can be cleaned in washer/dryer. Over time, however, the cloth pads can start to wear.<br>• Be sure microfiber cloth pad is attached properly.<br>• Condensation may form inside the unit dripping water upon initial use; continue to press the steam release button until steam appears. If necessary, lay a towel on the floor underneath unit during process.<br>• If the unit should continue to leak water, unplug and wait 5 minutes before trying again. |
| Floors are cloudy, streaky or spotty after mopping floor | • Be sure to use light detergent when cleaning mop pads, any residue on pad may be transferred onto floor.<br>• Replace cloth pad with a new; clean one for effective cleaning.<br>• If initial use of steamer, past cleaning products may have left a residue on your floor, continue to go over effected area until there is not residue or steaks left behind. |

# ONE YEAR LIMITED WARRANTY

Our Sienna product warranty extends only to the original customer purchaser of the product. It is warranted by the manufacturer to be free from all defects in materials or workmanship for a period of one year from the date of original purchase. This warranty is subject to the following conditions, exclusions and exceptions.

Exclusions:
This warranty does not cover normal wear and tear of parts and does not apply to any product that has been tampered with or used for commercial purposes. This warranty does not cover damage caused by misuse, abuse, negligent handling or damage due to mishandling in transit or shipping. This warranty does not cover damage or defects caused by or resulting from repairs, service or alterations to the product or any of its parts, which have been performed by a repair person not authorized by the manufacturer. This warranty is effective only if the product is purchased and operated in the USA or Canada, and does not extend to any units which have been used in violation of written instructions furnished by the manufacturer, or to units which have had the serial number removed, altered, defaced or rendered illegible.

Performance:
During the limited warranty period, the manufacturer will, at its option, repair or replace free of charge a defective product or part that is covered by this warranty. As a matter of warranty policy, the manufacturer will not refund the purchase price. A repaired or replacement product will be covered by this warranty for the balance of the initial one year warranty period and an additional one month period.

To contact Customer Service:

Write: Anvid Products, Inc.
1401-1499 Greenville Road
Livermore, CA 94550

E-mail: customerservice@anvidproducts.com

Or call: 1-888-5SIENNA (1-888-574-3662)

Please refer to your product name and model number when contacting Customer Service.

Customer Service will give you further instructions for returning a defective product for repair or replacement. When returning a defective product, carefully pack the item to avoid damage in shipping, the manufacturer cannot assume responsibility for loss or damage during incoming shipment. We recommend that you insure the package, as damage in shipping including the shipping cost is not covered under our warranty. Be sure to include the following items with your product: any accessories related to the product, your name, complete address and phone number, a note describing the problem you experienced; and a copy of your sales slip or other proof of purchase to determine warranty status. C.O.D. shipments cannot be accepted.

Out-of-Warranty Service: A flat rate charge is applied to any product to be serviced out of warranty. Please contact customer service for flat rate fee. A $20.00 shipping and handling fee is to be included in your product shipment for service used for the return of your product. Please make checks payable to: Anvid Products, Inc. When the check is cleared from the bank, we will then proceed to ship your repaired or replacement product.

Limitation of Remedies: No representative or person is authorized to assume for the manufacturer any other liability in connection with the sale of our products. This limited warranty is not transferable and any sale, transfer or other disposition of the product voids this limited warranty. There shall be no claims for defects or failure of performance or product failure under any theory of tort, contract or commercial law including, but not limited to, negligence, gross negligence, strict liability, breach of warranty and breach of contract.

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